

# Penketh Health Centre

## Patient Access to Medical Records - Information Leaflet

### Access to Health Records under the Data Protection Act 1998

The Data Protection Act 1998 gives every living person, or an authorised representative, the right to apply for access to their health records.

A request for access to/copies of your medical health records held at Penketh Health Centre should be made to the Practice Manager who will contact you to arrange a date for you to come in and view the records. Please allow a minimum of one week for this.

Under the Data Protection Act 1998 (Fees and Miscellaneous Provisions) Regulations 2000, if you require copies of your records you may be charged a fee for this. The maximum permitted charges are set out in the tables below:

**To provide you with a copy of your health record the costs are:**

Health records held totally on computer: up to a maximum of £10.

Health records held in-part on computer and in-part manually: up to a maximum of £50

Health records held totally manually: up to a maximum of £50

**To allow you to view your health record (where no copy is required) the costs are:**

Health records held totally on computer: up to a maximum of £10.

Health records held in-part on computer and in-part manually: a maximum of £10.

Health records held manually: up to a maximum of £10 unless the records have been added to in the last 40 days in which case viewing should be free.

All the above maximum charges include postage and packaging costs but an additional charge of 35p per sheet of paper will be made for each page of the record.

The Practice Manager is not obliged to comply with your access request unless they have sufficient information to identify you and to locate the information held about you.

Once the Practice Manager has all the required information, and the appropriate fee if you require copies of the records, an appointment will be made for you to attend the Practice to view your record or to supply copies if requested.

In some circumstances, the Act permits the Practice to withhold information held in your health record. These rare cases are:

- Where it has been judged that supplying you with the information is likely to cause serious harm to the physical or mental health or condition of you, or any other person, or;
- Where providing you with access would disclose information relating to or provided by a third person who had not consented to the disclosure, this exemption does not apply where that third person is a clinician involved in your care.

When making your request for access, it would be helpful if you could provide details of the time-periods and aspects of your health record you require (*this is optional, but it may help save Practice time and resources and reduce the cost of your access request*).

If you are using an authorised representative, you need to be aware that in doing so they may gain access to all health records concerning you, which may not all be relevant. If this is a concern, you should inform your representative of what information you wish them to specifically request when they are applying for access.

Patients who have signed up for online services are able to request access to their Detailed Coded Record via this service. Access to the full record via our online services is not available at this time. Prior to access being granted the GP will review the computerised record to ensure that there is nothing contained that refers to a 3<sup>rd</sup> party or is likely to cause distress to the patient. If access is granted the patient is informed via their online account and will then have access to coded content of their medical record, including test results.